

C. Benchmarking

The historical average and standard deviation for benchmarking will be based on the ten most recent years worth of data for ~~each~~the Company. This will be a fixed average for the duration of the ~~PBR service quality plan~~. Where ten years worth of information is not available to a ~~specific~~the Company, the Company ~~is directed to~~will use the maximum number of years of data available, so long as three years are available. As the Company collects additional data, that data will be included in benchmarking until ten years worth of data is collected.

For SAIDI and SAIFI, the historic average and standard deviation for benchmarking will be based on ~~the years 1996, 1997, 1998, 1999, and 2000~~. data from the most recent five years prior to the start of the service quality plan.

II. CUSTOMER SERVICE AND BILLING PERFORMANCE MEASURES

A. Telephone Service Factor

~~Each~~The Company ~~shall~~will gather data and report statistics on its handling of telephone calls. Call data ~~shall~~will be compiled and aggregated monthly. Reporting ~~shall~~will occur annually. The reports ~~shall~~will be submitted in accordance with Section IX below. ~~Each~~The Company ~~shall~~will report the percentage of telephone calls that are handled within ~~a time interval that is consistent with a Company's existing telephone response time measurement system, or as otherwise approved by the Department. Companies who have had no telephone response time measurement system until the date of this Order shall adopt a 20-second performance standard. At the conclusion of five years from the date of this Order, all Companies shall adopt the 20-second performance standard. Each Company shall~~20 seconds by a customer service representative. The Company will also provide, separately, call-handling times for Emergency Calls and Non-Emergency Calls.

Telephone Service Factor shall be measured beginning at the point that the caller makes a service selection and ending at the point that the call is responded to by the service area selected by the caller. If the caller does not make a selection, the response time shall be measured from a point following the completion of the Company's recorded menu options and ending at the point that a customer-service representative responds to the call.

Telephone Service Factor ~~shall~~will be a performance measure subject to a revenue penalty.

B. Service Appointments Met As Scheduled

~~Each~~The Company ~~shall~~will gather data and report statistics regarding the number of service